

CLEAN VERSION:

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33. (Amended) A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a central capability to automatically provide call data signals indicative of called number identification data (DNIS), said process including the steps of:

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receiving said call data signals indicative of called number identification data automatically provided by the telephonic communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface;

generating sequence data relating to transactions with at least certain callers and storing the sequence data;

providing verbal prompts to said callers in accordance with said specific operating format from a plurality of predetermined messages and for receiving data from said callers in response to verbal prompts wherein at least certain of the data including caller identification data is checked to determine that the caller identification data comprises a precise number of digits that always total a particular numerical value; and

providing a database computer for storing said data for said callers received in accordance with said specific operating format in a form having an identifiable relationship to each caller, said data stored to update a file for each of said callers that maintains a historical record for each caller and is used for subsequent processing, said